E-Mail Management Policy

Document Release History

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Document Maintenance

Version	Description of Change	Chapter/ Section/ Page	Date	Updated/Reviewed by
2.0	For Email (Maximum attachment size would be 5 MB instead of 10MB).	Page 3	28th Dec 2011	Rakesh Kumar
2.0	All email accounts have a limited quota 450 MB per email ID instead of 500 MB.	Page 3	28th Dec 2011	Rakesh Kumar
2.0	First page Document control format changed.	Page 1	28th Dec 2011	Rakesh Kumar
2.1	Emil quota size increased.	Page-3	22nd March 2013	Rakesh Kumar
2.1	Attachment size increased.	Page-3	22nd March 2013	Rakesh Kumar
2.2	E-mail policy was modified.	Page 2	13th Jan 2014	Rakesh Kumar
3.0	In email ID creation modified.	Page 2	8th Jan 2015	Rakesh Kumar
3.1	Logo and company name changed	-	9th March 2016	Rakesh Kumar

Document Custodian

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3.1	Electronic	ISO

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Document Distribution

Name	Title	Department	Version	Document Type (Printed/ Electronic)	Approval Date
Rakesh Kumar	DM	IT	3.1	Electronic	11th February 2019

Email Management Policy

1.0 Purpose

The purpose of this policy is to define the email for PMSL on the basis of business and security requirements.

2.0 Scope

This policy is applicable to all PMSL employees.

3.0 Policy

Every user who has been given the right to have an email account from the company will be given the email id as per the company's norms and policy.

Every email id will consist of user's first name followed by first letter of their last name e.g. **Abc def** will have his email id as abcd@planetc.net. In a case where two people share their first and last name common then the second person will have a two letter of their last name his / her email id. e.g. First employee whose name is AB Singh will have his email ID as **abs@planetc.net** and the second employee whose name is also AB Singh will have his email ID as **absi@planetc.net.For Technical department (HUB/TRC/Playout/RF/Electrical/Software & IT),** Every email id will consist of user's first name followed by first letter of their last name and department name abbreviation e.g. **Abc def** will have his email id as **abcd.it@planetc.net**.

If any user did not use their sir name then will have his email Id as abc@planetc.net, but in this case scan copy of proof will be documented with in IT Manger and as well as HOD approval is mandatory (it could be soft copy or hard copy). F**or Technical department,** Every email id will consist of user's first name followed by first letter and department name abbreviation e.g**. Abc def** will have his email id as abc.it@planetc.net.

Note:- Where IT is Information Technology department.

▪ Every employee is provided with an official E-mail ID on the domain **planetc.net**. The user name and password details are provided within two days of joining. The password must be modified on very first log-in by the user.

▪ Use of PMSL email is limited to company employees, authorized vendors, temporaries, contractors, for communication with outside companies for quotes, general communication, business deals, customers, new products, services etc.

▪ The recommended practice for an email password is that it should be of at least 8 alphanumeric characters including at least one numeric character and one special character.

▪ Company confidential messages should be distributed to personnel only. Forwarding to locations outside is prohibited.

▪ Accessing copyrighted information in a way that violates the copyright is prohibited.

▪ The PMSL email system shall not to be used for the creation or distribution of any disruptive or offensive

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messages, including offensive comments about race, gender, disabilities, age, pornography, religious beliefs and practice, political beliefs, or regional/national origin. Employees who receive any emails with this content from any PMSL employee should report the matter to their supervisor or IT department immediately.

▪ The employees must exercise due care in retention and deletion of emails. In the absence of any specific instruction they shall consult their supervisor, for the negligence on the part of employees can have adverse business and legal consequences for the company.

▪ PMSL employees shall have no expectation of privacy in anything they store, send or receive on the company's email system. PMSL may monitor messages without prior notice. Further, PMSL is not obliged to monitor email messages.

▪ The employees shall not try to access the email services other than official email service provided by the PMSL.

▪ The sending of bulk emails is only permitted with the correct authority and under defined controls.

▪ They should change their password within 45 days & take precautions to prevent unauthorized access to their mailbox by logging off if their terminal is unattended.

▪ Don't use other than Client Domain for e-mail like gmail, yahoo, hotmail, rediff, etc

▪ Don't open email attachments or click on website addresses in emails unless you really know what you're opening.

▪ Delete spam and suspicious emails; don't open, forward or reply to them. There is no thumb rule for judging such mails but some clues are helpful, like attachments not expected or not addressed directly to you, attachments with suspicious or unknown file extensions, e.g. ".exe", ".vbs", ".bin", ". Com", ".pif", ".zzx", ".zip" etc., wrong or odd file name, web links to access attachment, unusual topic lines etc.

▪ Every user has to add the company disclaimers to your emails. This is added after the signature and is a MUST for all emails that are sending from any email id.

▪ There is a limit to the size of an email that can be received and transmitted. The maximum attachment size is 20 MB.

▪ All email accounts have a quota limit placed (pre-set) on them. The default (minimum) size of the mail box is 1GB per email id.

▪ Proper signatures should be used, i.e. should signatures include Account Holder's full name, designation, company name (in CAPS), full address, telephone numbers, fax number, account holder's email id, company website address and finally PMSL's corporate slogan after one line spacing.

Example:
Email: **abcd@planetc.net**
Company website: www.planetc.net

4-**IT administrator scope of work**

▪ To ensure that users are using recommended application.

▪ To ensure that all users are having disclaimer in the end of their email.

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5- Point of Contact

IT Administrator, PMSL.

6-Enforcement

- All users shall read and abide by this E-mail management Policy.
- Any employee found in violation to this policy shall be subjected to disciplinary action as mentioned under PMSL-ISMS-PO-020-Employee Discipline Policy.

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